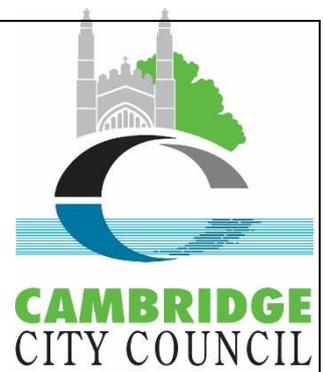


Environmental Report



Cambridge West / Central Area [Covering the wards of Castle, Market and Newnham]

Period of February to July 2020

Contents

1. Introduction	3
2. West / Central Area Profiles	4
Ward Profile: Castle.....	5
Ward Profile: Market.....	8
Ward Profile: Newnham.....	12
Community Engagement Team Updates	15
Greater Cambridge Shared Waste Service Update:	16
3. Environmental and Waste Data	17
Public Realm [West / Central Area]	17
Private Realm [West / Central Area].....	19
Waste and Recycling Data [Great Cambridge Area]	20
4. Key contacts	21
5. Volunteer schemes	22
Time Credits	22
Streets and Open Spaces Volunteers:	22
Recycling Champions:	22

1. Introduction

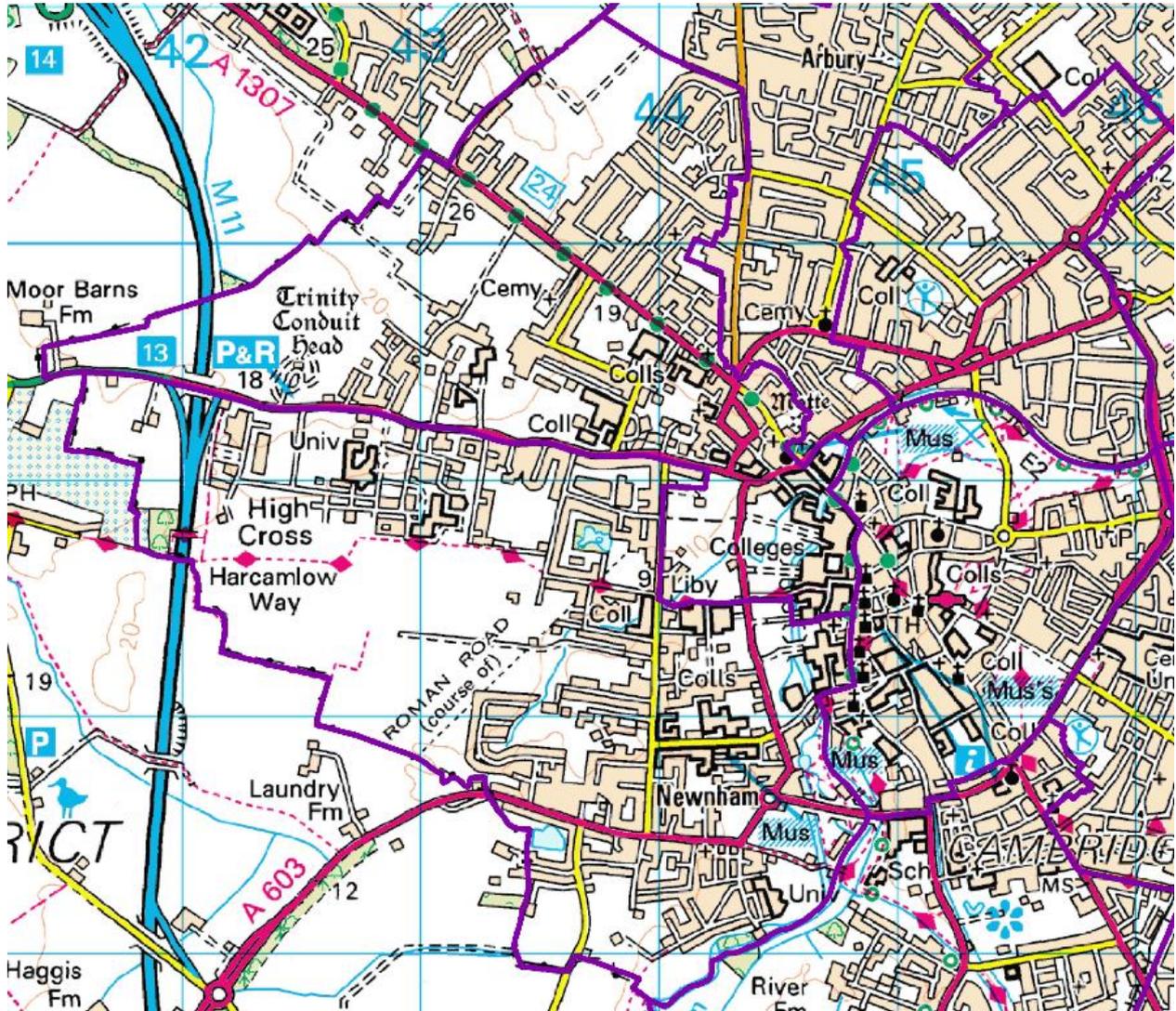
This report provides an overview of the council's Streets and Open Spaces, Environmental Health and Shared Waste service activity in the Area Committee area over the past six months.

This report provides open data on service performance, so that City and County Councillors and their constituents are informed of what service activity is happening in their area; and can engage in and help to shape this activity, including identifying specific local service requests/ issues.

1. Streets and Open Spaces Operations Team:
 - a. Street cleansing and Grounds Maintenance – cleans all residential streets and public land and maintains all grass and shrub beds across the city.
 - b. Community Engagement Team - works with Community Payback and Streets and Open Spaces volunteers to deliver community nominated improvement projects.
 - c. Dog Warden Service – works to deal with dog fouling and stray dogs across the city
 - d. Enforcement Team - investigate and act against instances of environmental crime in public places across the city.
2. Streets and Open Spaces Assets Development Team:
3. Streets and Open Spaces Projects Team
 - a. Projects
 - b. Parks
 - c. Trees
4. The Greater Cambridge Shared Waste Service provide rubbish and recycling collections from homes and business Cambridge and South Cambridgeshire and empties 32,000 bins each day. It is responsible for setting policy on how this should be done and educating residents and customers on how best to recycle.
5. Environmental Health:
 - a. Pest control – free treatments for rats, mice, cockroaches, bedbugs and pharaohs ants
 - b. Private sector Housing interventions – complaints and investigations regarding condition of properties
 - c. Other public health interventions – refuse, hoarding, bonfires
 - d. Noise complaints – day time and night time noise complaints ,

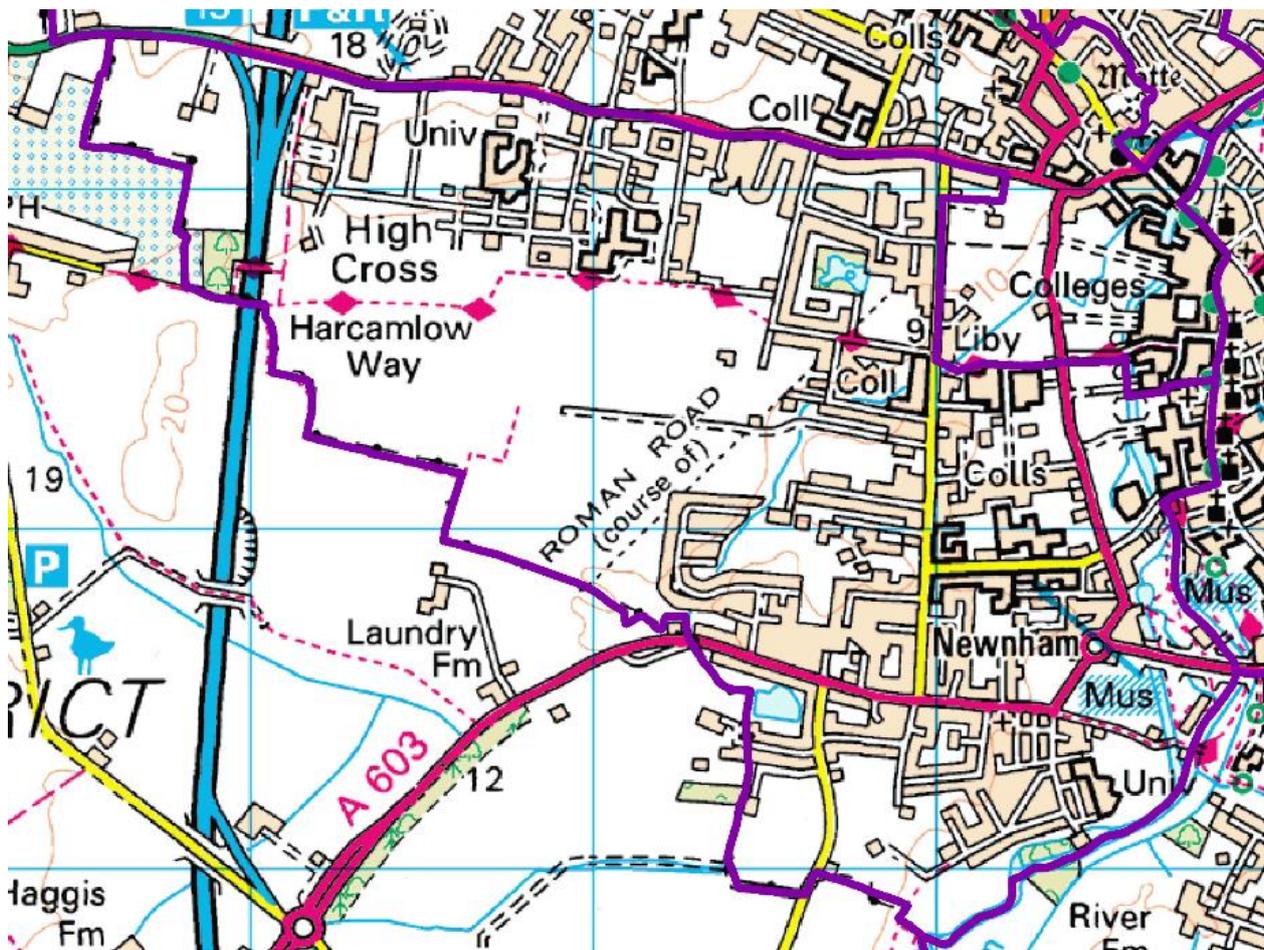
2. West / Central Area Profiles

In this section an update of what teams have been doing in the previous six months is detailed.



Ward Profile: Castle

Map



Community Engagement team

All Community Payback works have been suspended since March 2020 and remain so at the present time.

If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with the Community Engagement Team.

Dog Warden Service

Regular patrolling of the green open spaces Histon Road Recreation Ground and Histon Road Cemetery (Dogs on leads specified area)

Tavistock Road – Stray dog found by a member of the public and taken to Wood Green Animal Shelter. The dog was microchipped, but the current keeper details were not registered on a microchipping database. The service was able to reunite the dog with its owner. A following up warning letter has been complied with and the dog is now microchipped in accordance with the regulations.

To contact us regarding a dog issue, please contact your dog warden Bree Donovan.

Enforcement team



Regular patrols are carried out in the area and officers spend approximately 10-15 hours per week there. Particular attention is given to Castle Park closed Recycling centre, as it is particularly bad for fly tipping.

Castle Park Recycling Centre – This site seems to be a hot spot area for dumping of waste even though the bins have been taken away. Officers have investigated eight separate offences from this site, six of which no action has been taken as there was a lack of evidence. One resulted in a fixed penalty notice being issued for fly-tipping. This has since been paid. The other case is currently still on-going. Officers continue to make this site a priority even though the bins have now been removed because it still seems to be causing issues.

Victoria Road – Two litter from vehicle offence have been witnessed in this area. Both resulted in the offenders being issued with fixed penalty notices. One has since been paid the other is going through the court process.

There have also been several other fly-tips that have been investigated within the Castle ward. However, none have resulted in any further action being taken due to the nature of the waste having been dumped. These have been in Chesterton Road and St Peters Street.

Seven suspected abandoned vehicles have been investigated within Castle. One of which was declared abandoned and subsequently destroyed, and a fixed penalty notice has been issued for abandoning a vehicle as the case is on-going. Another vehicle was declared abandoned and is currently being stored for 21 days. The other five vehicles were either claimed or removed by the owners.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officer, Jess Tombs.

Operations service

In January the Street Cleansing section 'went live' with a new electronic system called Alloy. This system takes reports from online web-forms and turns them into specific jobs for operatives to carry out; using a map-based location to enable operatives to find and complete these tasks a lot quicker than before. The system also allocates the teams daily work meaning less paperwork and a better record of what work has been carried out and when. The Grounds Maintenance side of this system is still being developed.



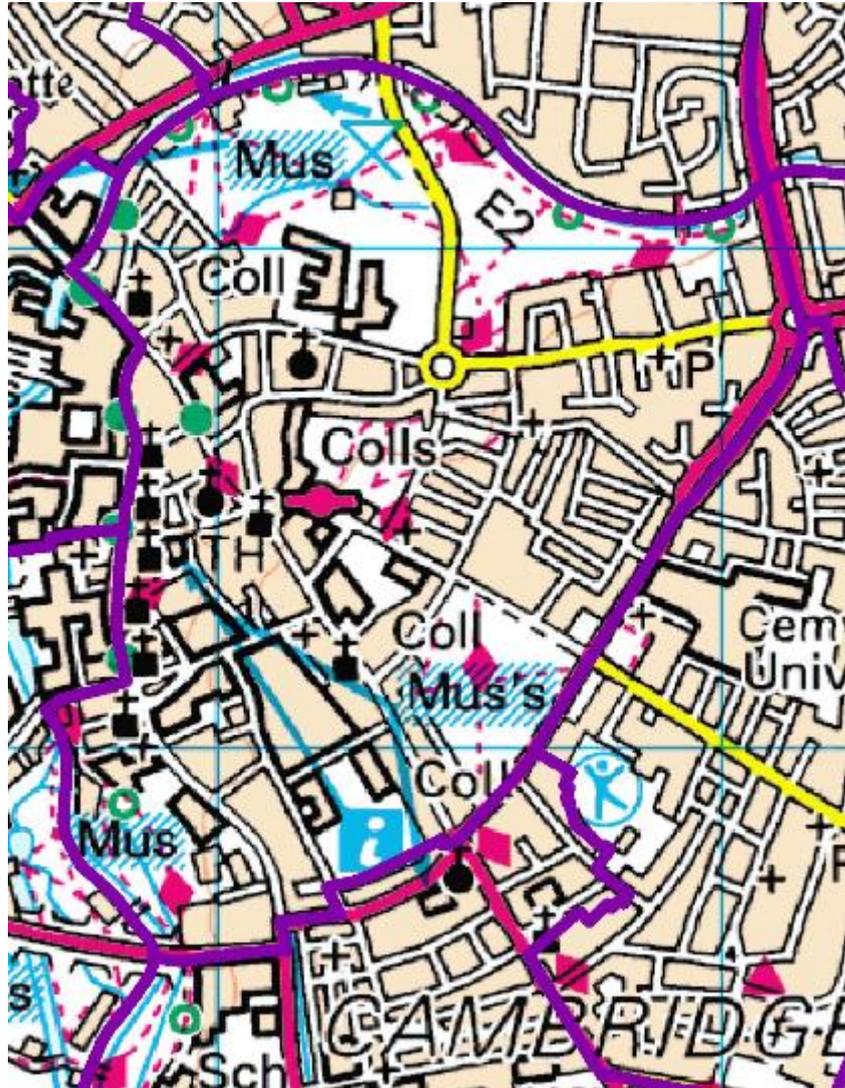
The Operations teams have been busy during the last few months continuing to carry out scheduled mechanical sweeping all bus routes, main roads and housing footways and carriageways.

During the COVID 19 pandemic we have seen an increase in litter and fly tipping our teams in the area are continuing to keep the area clear and have been working during the lockdown as business as usual.

If you would like to report a cleansing or grounds maintenance issue, please contact our Customer Service Centre.

Ward Profile: Market

Map



Community Engagement team



In February the Community Engagement team undertook a volunteer session in the city centre and worked to remove old tags and cable ties from street furniture and church railings.

At the end of February, the team supported a river litter pick through the ward with Surfers Against Sewage.



The team have an ongoing project to renovate the benches at Parkers Piece, during lockdown the work was postponed, but recommenced in July with social distancing measures in place. This activity continues to be a Tuesday morning activity for volunteers, attracting several regulars who are helping to improve the benches and green space.



The regular litter picks organised by the Community Engagement team recommenced in July and are taking part on Thursdays and Sundays throughout the summer. Picks that have been completed include those at Jesus Green on 9th July, Parkers Piece / Christs Pieces on 16th and 26th July.

All Community Payback works have been suspended since March 2020 and remain so at the present time.

If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with the Community Engagement Team.

Dog Warden Service

Regular patrolling of the city centre and green open spaces Christs Pieces, Jesus Green, Midsummer Common and Parkers Piece.

Christs Pieces – A fixed penalty notice was issued for failing to pick up dog faeces. A customer reported incidents of the PSPO Dog Exclusion area inside the Tennis Courts not being complied with and being used to exercise dogs. New dog exclusion signs installed on the entrance gates to the courts and targeted patrols of the area providing education to dog walkers in relation to the PSPO.

Jesus Green – Intimidating dog reported. Contact made with the dog owner and advice / education provided. No further incidents reported to date. Reports received of an intimidating dog kept by a rough sleeper in the city centre. The male owner and dog were identified and provided with a referral to Wood Green Outreach team for help and advice.

To contact us regarding a dog issue, please contact your dog warden Bree Donovan.

Enforcement team

An illegal encampment was discovered on Burleigh Street, and a 24-hour notice to move was served. Upon inspection after the time line had expired the tent along with belongings was still on site. All items were seized and taken into storage for 28 days and information was left informing the owner how to reclaim any items.



On Fitzroy Street a breach of a statutory notice (Section 47 Notice) was investigated, and it was found that a business has failed to manage their waste correctly, the matter was dealt with by way of a fixed penalty notice. Two individuals were also served fixed penalty notices for littering cigarettes outside of the Grafton Centre.

There were breaches of statutory notices (Section 47 Notices) relating to several companies and in all cases fixed penalty notices were issued, offences were found at East Road, two businesses had breached their notices at Market Street and a further breach was found a business on Regent Street. Additionally, in Green Street two businesses have been issued fixed penalty notices for failing to manage their business waste correctly and there is also an ongoing investigation into another. There is currently an ongoing investigation into some business waste that has been found on Trinity Street.

Lion Yard, New Square, Park Terrace, Regent Street, St Andrews Street have had officers foot patrolling the locations and this has culminated in twenty-one fixed penalty notices being issued for littering of cigarettes, there is also an ongoing investigation into another. There have been three cases referred to Legal Services for prosecution for littering.

Domestic household waste has been found littered at the location of Portugal Place, Market Hill, Maids Causeway, Sidney Street and Adan and Eve Street and these are all being investigated. One suspect has already admitted the offence and has been issued a fixed penalty notice accordingly. Fly tips at the locations of Kings Street and Adam and Eve Street are currently being investigated.

Five vehicles within the Market ward were either reported abandoned or found during proactive patrols, all have been investigated, two of which remain unclaimed, one has been dealt with by way of a fixed penalty notice issued to the current registered owner.



If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Offices, Andy Hine and Steve Phillips.

Operations service

In January the Street Cleansing section 'went live' with a new electronic system called Alloy. This system takes reports from online web-forms and turns them into specific jobs for operatives to carry out; using a map-based location to enable operatives to find and complete these tasks a lot quicker than before. The system also allocates the teams daily work meaning less paperwork and

a better record of what work has been carried out and when. The Grounds Maintenance side of this system is still being developed.

The Operations teams have been busy during the last few months continuing to carry out scheduled mechanical sweeping all bus routes, main roads and housing footways and carriageways.

During the COVID 19 pandemic we have seen an increase in litter and fly tipping our teams in the area are continuing to keep the area clear and have been working during the lockdown as business as usual.

If you would like to report a cleansing or grounds maintenance issue, please contact our Customer Service Centre.

Ward Profile: Newnham

Map



Community Engagement team

The regular litter picks hosted by the Community Engagement team recommenced in July and are taking part on Thursdays and Sundays throughout the summer. Picks that have been completed include those at Lammas Land on 30th July, and Mill Pond / Coe Fen on 2nd July.

All Community Payback works have been suspended since March 2020 and remain so at the present time.

If you would like to nominate some work for the Community Payback to undertake or to get involved with volunteering, please get in contact with the Community Engagement Team.

Dog Warden Service

Regular patrolling of the green open spaces Lammas Land, Paradise Nature Reserve and Sheep's Green.

Kings Road – Fouling problem reported by customer and new fouling signage installed.

To contact us regarding a dog issue, please contact your dog warden Bree Donovan.



Enforcement team

During the period between February and July 2020 officers continued to undertake proactive and reactive patrols on the open spaces' patrols. This includes illegal campers, and littering patrols.

The driver of a vehicle on Barton Road was witnessed by an enforcement Officer to discard his cigarette from his window. Subsequent checks were carried out and the suspect was issued a fixed penalty notice for littering.

Three vehicles were reported abandoned and damaged on Clerk Maxwell Road. The Police were initially involved due to the damage and tried to contact the owners, due to officers working partnership with the Police they shared the details allowing officers to investigate to trace to owners, and subsequently two of the vehicles were claimed. The third remained unclaimed and is currently in storage. A complaint was received regarding an abandoned vehicle parked in Grantchester

Meadows, the registered keeper was contacted, and the vehicle was subsequently claimed

Reports of abandoned vehicles in Adams Road and Owlstone Road were received and both vehicles were inspected, and seven-day notices served informing the owners that officers believed they may be abandoned, asking them to claim it. The vehicle in Adams Road was never claimed and was removed from the road by the council contractors, the vehicle in Owlstone Road was claimed by the registered keeper.

Two additional abandoned vehicles were investigated within the ward, one with foreign plates, this was never claimed and was removed and destroyed. The other vehicle was subsequently claimed by the owner.

A driver was observed discarding his cigarette end out of the driver's window at the location of Owlstone Road, this was subsequently investigated; the owner has admitted the offence and the case is ongoing.

If you would like to report an environmental crime issue in your ward, please get in contact with your Enforcement Officers, Steve Phillips and Andy Hine.



Operations service

In January the Street Cleansing section 'went live' with a new electronic system called Alloy. This system takes reports from online web-forms and turns them into specific jobs for operatives to carry out; using a map-based location to enable operatives to find and complete these tasks a lot quicker than before. The system also allocates the teams daily work meaning less paperwork and a better record of what work has been carried out and when. The Grounds Maintenance side of this system is still being developed.

The Operations teams have been busy during the last few months continuing to carry out scheduled mechanical sweeping all bus routes, main roads and housing footways and carriageways.

During the COVID 19 pandemic we have seen an increase in litter and fly tipping our teams in the area are continuing to keep the area clear and have been working during the lockdown as business as usual.

If you would like to report a cleansing or grounds maintenance issue, please contact our Customer Service Centre.

Community Engagement Team Updates

Great British Spring Clean:

As part of the Great British Spring Clean, the Community Engagement Team will be organising litter picks across the city to support the rescheduled 2020 campaign.

You can find out more about the campaign and the events nearby on the Keep Britain Tidy webpage: <https://www.keepbritaintidy.org/get-involved/support-our-campaigns/great-british-spring-clean>



The council organised litter picks are detailed below:

Date	Location of pick	Meeting location	Time
Friday 11 th September	Kings Hedges (Pulley Rec) Recreation Ground	By the play area	11am to 12pm
Saturday 12 th September	Coldham's Common	Barnwell Road entrance	11am to 12pm
Sunday 13 th September	Cherry Hinton Hall	Main car park	11am to 12pm
Monday 14 th September	Logan's Meadow	Entrance off Logan's Way	11am to 12pm
Wednesday 16 th September	Stourbridge Common	By playground	11am to 12pm
Thursday 17 th September	Lammas Land	By paddling pool	11am to 12pm
Saturday 19 th September	Jesus Green	Public toilets	11am to 12pm
Sunday 20 th September	Mill Road Cemetery	Mill Road entrance	11am to 12pm
Tuesday 22 nd September	Parkers Piece / Christs Pieces	By the pavilion (PP)	11am to 12pm
Thursday 24 th September	Nuns Way Recreation Ground	Outside pavilion	11am to 12pm
Saturday 26 th September	Romsey Recreation Ground	Vinery Road main entrance	11am to 12pm
Sunday 27 th September	Midsummer Common	By Fort St George	11am to 12pm

Hedgehog Holes

The Community Engagement Team continues to work with Cambridge Hedgehogs to promote hedgehog holes and highways. The team can assist residents by cutting holes in fences to facilitate hedgehog movement between gardens. To date the team have cut over thirty new hedgehog holes across the city.

Should residents wish to have a hedgehog hole cut they can email the Community Engagement Team at sosvolunteers@cambridge.gov.uk who will make suitable arrangements bearing in mind Covid-19 restrictions.



Greater Cambridge Shared Waste Service Update:

Greater Cambridge Shared Waste Service Updates for Cambridge (Covers the period of January to March 2020):

Event	Date	Area
Abbeyfield recycling seminar	29.01.2020	Girton Green
SOS Funded Community Action Day	08.02 2020	Hobart Road
Fix it Fest with champions recycling table	15.02 2020	Arbury Community Centre
Get Ready to Rent ARU Accommodation Fair	17.2 2020	Kelsey Kerridge Sports Centre
Rampton sustainable future event	29.02.2020	Rampton
SOS Funded CAD	29.2 2020	Jack Warren Green
SOS Funded CAD	07.03 2020	Walpole Road
Gilbert Close SOS Funded CAD	11.03 2020	Gilbert Close
Recycling talk at Assembly	09.03 2020	Swavesey Primary School
Recycling talk for Nursery	12.03 2020	Over Nursery

3. Environmental and Waste Data

Public Realm [West / Central Area]

Period	Activity	Total number of incidents	Ward		
			Castle	Market	Newnham
Feb 2019 to Jul 2019	Fly tipping	59	13	41	5
Feb 2020 to Jul 2020		40	7	17	18
Feb 2019 to Jul 2019	Needles	603 needles	62 needles (14 instances)	728 needles (47 instances)	13 needles (2 instances)
Feb 2020 to Jul 2020		33 needles	7 needles (1 instance)	19 needles (8 instances)	9 needles (2 instance)
Feb 2019 to Jul 2019	Fixed penalty notices	270	17	240	13
Feb 2020 to Jul 2020		73	7	60	6

Summary of public realm data:

Fly tipping:

Of the seven reports for fly tip in the Castle ward, two came from Castle Hill area; no other trends with types of fly tipped material were identified in this period. In Market, there were repeat incidents at Walnut Tree Avenue (2), Adam and Eve Street (2) and Newmarket Road (2) most of the waste dumped was either bagged commercial waste or loose commercial waste, and no other trends for fly tipping in this ward were identified. In Newnham seven of the reports were for waste dumped at Clerk Maxwell Road and consisted of non-recyclable household waste, and five were Lammas Land recycling centre.

Needles:

- Castle: Seven needles were removed from Castle Park in March.
- Market:
 - In Paradise Street there were repeat instances of needles, two were cleared in February, and 11 in July (two instances).
 - At Salmon Lane, two needles were removed in February, in East Road one needle was removed in February.
 - At Christs Pieces one needle was removed in March, at Regent Terrace one needle was removed in April, and one needle was removed from Emmanuel Road in July.
- Newnham: Four needles were removed from Mill Pond in April, and five needles were removed from Kings Lane in the same period.

Fixed penalty notices:

Fixed penalty notices issued across the period includes 55 for littering, 11 for trade related waste (including littering, fly tipping and breaching of a statutory notice), three for domestic related waste (including littering and fly tipping), one for failure to comply with a community protection notice, one for failure to clear up dog mess and two for abandoning a vehicle.

Private Realm [West / Central Area]

Period	Activity	Investigations	Treatments Carried out	Informal Action / Written Warnings	Statutory Notices Served	Legal Proceedings
Feb 2019 to Jul 2019	Pest Control	NA	59	NA	NA	NA
Feb 2020 to Jul 2020			35			
Feb 2019 to Jul 2019	Refuse and waste complaints	2	NA	1	0	0
Feb 2020 to Jul 2020		0			0	0
Feb 2019 to Jul 2019	Other public health interventions ²	4	NA	1	0	0
Feb 2020 to Jul 2020		3			0	0
Feb 2019 to Jul 2019	Noise complaints	74 ³	NA	1	0	0
Feb 2020 to Jul 2020		73 ³			0	0
Feb 2019 to Jul 2019	Private Sector Housing interventions	12 ⁴	NA	1	3	0
Feb 2020 to Jul 2020		6 ⁴			0	0

Summary

The reduction in Private Sector Housing interventions and Pest treatments can be attributed to being within lockdown and the restrictions imposed by Covid 19.

¹ All complaints will generally have at least one such action.

² Other public health complaints includes odour, smoke, bonfires, filthy and verminous

³ Where multiple complaints have been received from one person these have only be counted as one complaint

⁴ Please note this figure relates to investigation of reactive service request and does not include proactive inspections.

Waste and Recycling Data [Great Cambridge Area]

Recycling rate:

This is based total amount of recycling collected in blue and green bins. Waste is subject to seasonable fluctuations.

Activity	Q1 Apr-Jun 19/20	Q2 Jul-Sep 19/20	Q3 Oct-Dec 19/20	Q4 Jan-Mar 19/20	Total for 2019/20	Q1 Apr- Jun 20/21
Recycling rate – dry recycling	55.10%	52.28%	49.08%	45.36%	50.99%	51.17%
Recycling rate – composting	33.67%	31.16%	25.10%	17.97%	26.95%	23.69%
Amount collected for disposal	44.89%	46.30%	51.11%	54.7%	49.37%	50.84%

Number of collections completed as scheduled:

This shows the number of bins that were collected as scheduled (in number and a % and therefore the amount also missed).

Quarter	Missed	Possible	Actual	% Missed	% Collected
19-20 Q1	3,590	2,027,570	2,023,980	0.18%	99.82%
19-20 Q2	5,237	2,184,226	2,178,989	0.24%	99.76%
19-20 Q3	3,219	2,147,116	2,143,917	0.15%	99.85%
19-20 Q4	2,985	2,185,717	2,182,732	0.14%	99.86%

Month	Missed	Possible	Actual	% Missed	% Collected
Apr-19	1,260	653,426	652,166	0.19%	99.81%
May-19	1,152	712,690	711,538	0.16%	99.84%
Jun-19	1,178	661,454	660,276	0.18%	99.82%
Jul-19	1,986	756,944	754,958	0.26%	99.74%
Aug-19	2,172	731,857	729,685	0.30%	99.70%
Sept-19	1,079	695,425	694,346	0.16%	99.84%
Oct-19	1,109	758,064	756,975	0.15%	99.85%
Nov-19	1,391	695,687	694,296	0.20%	99.80%
Dec-19	719	693,365	692,646	0.11%	99.89%
Jan-20	1,540	795,436	793,896	0.19%	99.81%
Feb-20	545	661,454	660,909	0.08%	99.92%
Mar-20	900	728,827	727,927	0.12%	99.88%
Apr-20	729	722,169	721,440	0.10%	99.90%
May-20	848	695,687	694,839	0.12%	99.88%
Jun-20	876	695,687	694,811	0.13%	99.87%

4. Key contacts

Area	Contact	Telephone Number	Email
Community Engagement	Community Engagement Team	01223 458084	sosvolunteers@cambridge.gov.uk
Enforcement (Castle)	Jess Toombs	01223 457730	jess.toombs@cambridge.gov.uk
Enforcement (Market and Newnham)	Andy Hine Steve Phillips	01223 458579 01223 457638	andrew.hine@cambridge.gov.uk Steve.phillips@cambridge.gov.uk
Dog Warden (West area)	Bree Donovan (Wed-Fri)	01223 458122	dogwarden@cambridge.gov.uk
Streets and Open Spaces Operations / Commercial	Paul Jones	01223 458282	paul.jones@cambridge.gov.uk
West Area Operations Team Leader	Sarah Phillips	01223 458282	sarah.phillips@cambridge.gov.uk
Recycling Champions	Birgitta Laurent	07525 213774	recycling.champions@scams.gov.uk

If you have a question about one of the council's services, you will be able to find a number of answers on our website www.cambridge.gov.uk. If you can't find what you are looking for, or want to discuss something with us, you can contact us on the details above or call 01223 457000.

5. Volunteer schemes

Time Credits

You can earn Time Credits for your time as volunteer. Every hour of involvement with us earns you a 1-hour time credit – which can be spent in places like cinemas, gyms, swimming pools or music venues. The more time you give the more time credits you receive.

Streets and Open Spaces Volunteers:

We're looking for volunteers to make the streets of Cambridge even cleaner, tidier and more pleasant and to spread our motto 'A greener, cleaner city starts with you'. So, whether you're already part of an existing local group and want some additional support or you're an individual who feels strongly about these issues, then get in touch to take part. Our volunteers work to improve their local streets by acting to keep them clean, tidy and looking their best.

With the support of a dedicated Area Ranger you'll be able to:

- Recruit other local people to help you in a project
- Organise events locally to promote cleaner streets: litter picks, ward walks etc.
- Have access to and use specialist equipment for removing graffiti and litter
- Take part in large city-wide events for volunteers
- Provide education to other members of the public
- Get involved with new volunteer roles/projects

As a volunteer you're free to suggest your own ideas and we will do our best to accommodate them. We don't expect you to give huge amounts of time to our projects, as a volunteer, we just hope you can commit some regular time each month to keep the project active and vibrant in the community.

To sign up or find out more visit our webpage <https://www.cambridge.gov.uk/streets-and-open-spaces-volunteers> or contact our Community Engagement Team on sosvolunteers@cambridge.gov.uk or 01223 458084

Recycling Champions:

Are you a passionate about recycling? Would you like to meet other people who are also keen to help to promote recycling, minimizing waste and sustainability? Do you enjoy working with the public? If yes, then why not become a recycling champion. The Greater Cambridge Shared Waste Service is looking for volunteers to help spread the word about recycling within the community. You don't need any experience or previous knowledge, you just need to believe that recycling is important, be friendly and approachable and be willing to convey your enthusiasm about helping the environment to others. Full training will be provided.

Our volunteers do a variety of roles such as:

- Run stalls at various events in the city and south of Cambridge
- Do door knocking around flats, hand out leaflets
- Attend monthly recycling champions meetings
- Do talks to community groups and schools about recycling
- Write articles in newsletters and go on trips to visit various recycling sites to learn about waste management and recycling.

To become a recycling champion please visit our webpage <https://www.cambridge.gov.uk/become-a-recycling-champion>, or contact recycling.champions@scams.gov.uk or telephone 07525 213774.